

Rheumatoid arthritis care: patient questionnaire

What is the questionnaire about?

This national questionnaire is about your **experience** of rheumatoid arthritis services and treatment at the NHS hospital where you get care for your rheumatoid arthritis. Some questions may relate to other NHS health professionals you may see as part of your treatment. The purpose of the questionnaire is to provide vital feedback to your rheumatology team about your experience as a patient, to improve your overall experience in the future. Your feedback is anonymous and your answers to this questionnaire cannot be linked to you, but are extremely important in helping the rheumatology team to improve care for all patients.

Who should fill in the questionnaire?

This questionnaire is for patients who have been diagnosed with rheumatoid arthritis for one year or more. If you need help to fill in the questionnaire, the answers should be given from your point of view – not the point of view of the person who is helping. The questionnaire takes around 5 to 10 minutes to fill in.

Filling in the questionnaire

Please tick ✓ clearly inside one circle (for each statement) using a black or blue pen.
Don't worry if you make a mistake – just cross it out and put a tick in the correct circle.

Please **do not** write your name or address anywhere on the questionnaire.

Your feedback is anonymous and your answers will be treated in confidence.

Please return your completed questionnaire – thank you.

Section	Statement	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
1. Your needs and preferences	a) Whenever I attended a clinic, I felt that I was treated respectfully as an individual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	b) I was involved as much as I wanted to be in decisions about my treatment and care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	c) My personal circumstances (see note 1 below) and preferences were taken into account when planning and deciding on my treatment and care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	d) I was given information in a way that I could understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	e) I was given enough information to help me make decisions about my treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Co-ordination of care and communication Care across departments	a) I was made aware that there is a team of health professionals (see note 2 below) looking after me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	b) When I needed help I was able to access different members of my health team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	c) There is a member of my health team who can help me to see other specialists in the team if I need to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	d) I feel that the people I see at the clinic are fully up to date with my current situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Information, education and self-care	a) I feel that I was given information at the time I needed it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	b) I feel that I have a good understanding of the treatments I am on or being offered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	c) I have been told about patient organisations or groups that can help me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	d) I have been offered an opportunity to attend a self-management programme suitable to my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Note 1: Examples of 'personal circumstances' could be whether you work or have carer responsibilities. Note 2: The type of health professionals in the team will vary from region to region but should include a consultant, a nurse specialist, an occupational therapist and a physiotherapist, as well as access to a podiatrist.

Section	Statement	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
4. Daily living and physical comfort	a) I feel that my rheumatoid arthritis is being controlled enough to let me get on with my daily life and usual activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	b) If I have had a 'flare' (when my symptoms get much worse), I have been able to get help quickly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Emotional support	a) I feel able to approach a member of my health team to discuss any worries about my condition and my treatment or their effect on my life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	b) I feel able to discuss personal or intimate issues about relationships with my health team if I want to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Family and friends	a) I feel able to take members of my family to outpatient appointments to become involved in decisions about my care if I want to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Access to care	a) At appointments, I feel that I have enough time with the healthcare professional to cover everything I want to discuss	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	b) I have had clinic appointments cancelled unexpectedly	<input type="radio"/>	<input type="radio"/>			
	c) If yes, how long have you had to wait for a new appointment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
		<i>Up to 1 week</i>	<i>1 to 3 weeks</i>	<i>4 to 6 weeks</i>	<i>7 to 12 weeks</i>	<i>More than 12 weeks</i>
	d) I have needed extra treatment or a change of treatment	<input type="radio"/>	<input type="radio"/>			
e) If yes, how long did it take for this to happen?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
	<i>Up to 1 week</i>	<i>1 to 3 weeks</i>	<i>4 to 6 weeks</i>	<i>7 to 12 weeks</i>	<i>More than 12 weeks</i>	
8. Overall experience of care	a) Overall in the past year, I have had a good experience of care for my rheumatoid arthritis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The length of time you have had rheumatoid arthritis, your age, sex and ethnic background may affect the kind of care you have experienced and affect your answers to the questions. To help us fully understand your answers, please fill in the section below.

How long have you had rheumatoid arthritis?

- Less than 2 years Between 2 and 5 years Between 6 and 10 years More than 10 years

How old are you?

- Under 30 30 to 40 41 to 50 51 to 60 61 to 70 Over 70

Are you:

- male? female?

What is your ethnic group?

- White Mixed Asian or Asian British Black, African,
Caribbean or Black British Other Prefer not to say

Thank you for taking the time to fill in this questionnaire.

Please return your completed questionnaire – thank you.

